

Alliance University
SCHOOL OF SOCIAL WORK
UNDERGRADUATE PROGRAM
SWK 246- INTERPERSONAL COMMUNICATION SKILLS

Midterm Examination

Multiple choice (5 points each)

1. In regards to physical needs, communication
 - a. Does not impact our physical health at all. We benefit more from isolation than communication
 - b. Is enhanced by the more negative relationships a person has growing up. This helps them to become strong and communicate more effectively
 - c. Can lead to improvement in physical health.
 - d. Is not for everybody

Answer: C

2. The process of communication
 - a. Is always and only between a sender and a receiver
 - b. Is not impacted by noise if a person is competent enough
 - c. It the same no matter what channel you send it in.
 - d. Includes more than one entity sending and receiving messages at the same time.

Answer: D

3. When considering the principles of communication, it is clear that
 - a. Communication is Irreversible
 - b. Communication can be done over to get a fresh start
 - c. Communication is only done by competent people
 - d. Communication is never unintentional

Answer: A

4. Competent Communicators
 - a. Behave the same way in a variety of situations, as they show their realness by their consistency.
 - b. Are able to choose their actions from a wide range of behaviors
 - c. Are most effective when they understand their own points of view and not that of others

d. Don't need to practice or learn new skills. They are gifted. No improvements needed.

Answer: B

5. Disinhibition refers to

- a. The lack of desire one has to motivate themselves to communicate
- b. The tendency for people to express themselves more honestly, bluntly when online and with less caution and less self-monitoring.
- c. When others diminish the ability of someone to communicate effectively
- d. To gather as much restraint as possible to increase empathy in our communications with others

Answer: B

True or False (5 points each)

- 6. The self-concept refers to the relatively stable set of perceptions you hold about others: **True**
- 7. The self-esteem refers to evaluations of self-worth: **True**
- 8. Reflected appraisal refers to the fact that each of us develops a self-concept that reflects the way we believe others see us: **True**
- 9. Manner consists of a communicator's words and nonverbal actions: **True**
- 10. Our authors concluded that concerning self-disclosure, lying can be a very useful tool in preserving important relationships: **False**

Essay Questions (25 points each)

11. Describe empathy and the three components of empathy outlined in our text. Discuss the difference between empathy and sympathy.

Empathy is a cognitive response where one person is able to take-on the perspective and emotions of another person to experience the world the way they do. It involves employing skills and characteristics such as compassion, understanding, and cognitive complexity. The skill of empathy can be broken down into three aspects. The first is perspective taking, which involves seeing a situation from the view of the person whom you are empathizing with. The second aspect of empathy is being able to experience the other person's feelings which is referred to as emotional dimension. Lastly, empathy involves a genuine concern for the other persons wellbeing. While doing all three of these steps allows us to empathize with the life and situations of another person, we are unable to fully experience it in the same way they are.

Many people use empathy and sympathy interchangeably but the concepts differ greatly. Empathy is complex and involves seeing, feeling, and interpreting things through another person's perspective, while sympathy is interpreting another person's situation through your own perspective and feelings. Both of these cognitive abilities play a role in interpersonal connection and a balance of both is needed for healthy relationships. Empathy weigh heavy on your emotional and mental health because it connects you deeply to what is generally a strenuous or negative experience. It is important that you are able to determine when you must empathize with someone or when it is only appropriate to sympathize with them and spare the emotional involvement.

12. Explain the 5 positions of pillow method.

The pillow method is an interpersonal communications skill that can be utilized during a disagreement between two people. This method involves seeing the issue from five points of view. The first position is “I am right, you are wrong”, and is generally our first instinct, otherwise we would not be engaging in the disagreement. The second position is “You are right, I am wrong”. This involves completely flipping the narrative and envisioning the situation from the other person’s perspective, which often proves much more difficult than the first position. Next is the “Both right, both wrong”, where each individual is able to see the merits and flaws in both sides of the disagreement. Following this position is number three: “this issue isn’t important.” This perspective is achieved by understanding the large-scale impact of the disagreement, which each person achieves after employing the previous positions to put the importance of the issue into true perspective. At this stage, we find that the issue may not be as pressing or divisive as we initially thought. The last perspective is the “the truth is in all perspectives.” At this position in the pillow method, individuals are not only able to see the benefits and shortcomings of both sides but they are also able to acknowledge the importance of each perspective to the truth of the entire situation.

It is important to note that the pillow method is a journey. You must take on each perspective in fullness before moving on to the next position, because the following positions build off the achievement of the one prior. While step one generally comes easy to most people, conscious thought and effort must be put into each position in order to benefit fully from this form of communication. As you practice these stages, they will become your natural response to conflict, making each following activation much smoother.